



PSI Services LLC

[www.psiexams.com](http://www.psiexams.com)

Before paying for  
your examination registration,  
be sure you understand  
the contents of this bulletin.  
Please retain and use it as a reference  
when contacting PSI.

## CALIFORNIA DEPARTMENT OF INSURANCE



### CANDIDATE INFORMATION BULLETIN FOR LICENSED INSURANCE PRODUCERS, INSURANCE ADJUSTERS, BAIL LICENSEES, LIFE and DISABILITY ANALYSTS, and LIFE AGENTS LIMITED TO FUNERAL and BURIAL EXPENSES

Examinations by PSI Services LLC .....	2	Reporting to the Examination Site.....	5
Licensing Process .....	2	Required Identification at the Examination Site.....	5
Prelicensing Education Requirements .....	2	Security Procedures .....	6
Examination Registration and Scheduling.....	2	Taking the Examination by Computer.....	6
Online Registration .....	2	Tutorial .....	6
Telephone Registration .....	2	Examination Question Example.....	6
Fax Registration .....	3	Examination Review .....	6
Standard Mail Registration .....	3	Score Reporting .....	7
Canceling an Examination.....	3	Preparing for Your License Examination.....	7
Scheduling a Re-Examination .....	3	Examination Supplies.....	7
Missed Appointment or Late Cancellation .....	3	Examination Time Limit .....	7
Special Examination Arrangements.....	3	Some Test Taking Strategies .....	7
Examination Site Closing for an Emergency .....	3	Educational and Examination Objectives.....	8
PSI Examination Site Locations .....	3	Pretest Items.....	8
CDI Examination Site Locations .....	5	Fingerprinting .....	8

Please refer to our website to check for the most updated examination information at [www.psiexams.com](http://www.psiexams.com)

## EXAMINATIONS BY PSI SERVICES LLC

This Candidate Information Bulletin provides you with information about the examination and licensing process for individuals who wish to operate as insurance producers, as defined in the California Insurance Code (CIC).

The California Department of Insurance (CDI) has contracted with PSI Services LLC (PSI) to conduct the examination program. PSI provides examinations through a network of computer examination centers in California, including CDI's four existing sites. PSI works closely with CDI to be certain that examinations meet state as well as national requirements in basic insurance principles.

## LICENSING PROCESS

CDI is authorized to license individuals who wish to operate as insurance producers, adjusters, and bail agents as defined in CIC.

The steps to become licensed are:

1. Complete any prelicensing education requirements.
2. Submit a completed license application to CDI.
3. Pass a licensing examination to confirm that you have attained at least a minimum level of knowledge regarding the principles, practices, statutes, and regulations relating to the insurance profession and the services you will sell or represent to consumers.

All questions about licensure should be directed to:

California Department of Insurance  
Producer Licensing Bureau  
320 Capitol Mall  
Sacramento, CA 95814  
Phone: (800) 967-9331 or (916) 322-3555  
[www.insurance.ca.gov](http://www.insurance.ca.gov)

## PRELICENSING EDUCATION REQUIREMENTS

The first step is to complete the prelicensing education that has been approved by CDI, if it is required. Although CDI cannot recommend a specific prelicensing provider, a list of approved prelicensing providers can be found at this link, along with the prelicensing requirements:

<http://www.insurance.ca.gov/0200-industry/0030-seek-pre-lic/>

The prelicensing education requirement ensure that license candidates meet a level of competency as to products, code of ethics, and the law sufficient to allow the newly licensed agent or broker to immediately function as an insurance professional and maintain the highest standard of consumer protection.

The license candidate may complete either an online or a classroom prelicensing education course to meet the requirements stated in Section 1749 of the CIC.

## EXAMINATION REGISTRATION AND SCHEDULING PROCEDURES

All questions and requests for information about examinations should be directed to PSI Services LLC: (800) 733-9267 or [www.psiexams.com](http://www.psiexams.com).

In most PSI test centers and CDI examination sites, testing does not take place on the following major holidays:

Memorial Day	Closed May 28-30, 2011
Independence Day	Closed July 2-4, 2011
Labor Day	Closed September 3-5, 2011
Thanksgiving	Closed November 24-27, 2011
Christmas	Closed December 24-26, 2011
New Years	Closed December 31-January 2, 2012

Please note that CDI's offices are also closed on Martin Luther King Jr. Day, President's Birthday, Cesar Chavez Day, and Veteran's Day. However, PSI's test centers will be administering examinations on those days.

### ONLINE REGISTRATION

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their examinations using the Internet. In order to register online, candidates will need to have a valid American Express, MasterCard or VISA. Candidates register online by accessing PSI's registration website at [www.psiexams.com](http://www.psiexams.com). Online registration is available 24 hours a day. In order to register online, complete the steps below:

1. Log onto PSI's website and complete the associated registration form and submit your information to PSI, via the Internet.
2. Upon completion of the online registration form, you will be given the available examination dates and locations for scheduling your examination. Select your desired testing date.

For retesting you will need to login to your account online and select "Apply for retest". You will be required to pay the examination fee, and then you will get the available examination dates and locations for scheduling your examination.

For rescheduling simply select "Cancel/Reschedule a test". You will then get the available examination dates and locations for rescheduling your examination.

### TELEPHONE REGISTRATION

PSI has two scheduling methods available if you wish to schedule by telephone. First, call PSI at (877) 392-6422, 24 hours a day and schedule using the Automated Registration System. Second, if you wish to contact a live operator, use this same telephone number to contact PSI registrars Monday through Friday between 4:30 a.m. and 7:00 p.m. and Saturday, between 8:00 a.m. and 2:00 p.m., Pacific Time, to schedule your appointment for the test.



## FAX REGISTRATION

For FAX registration, you will need a valid American Express, VISA or MasterCard.

Complete the California Examination Registration Form that is linked to this Candidate Information Bulletin. Please include your credit card number and expiration date on the form.

1. FAX the completed form to PSI (702) 932-2666. FAX registrations are accepted 24 hours a day.
2. If your information is incomplete or incorrect, it will be returned for correction.

Please allow four business days to process your registration. After four business days, you may call PSI to schedule the examination at (800) 733-9267.

## STANDARD MAIL REGISTRATION

For those desiring to make payment for their examination using company checks, cashiers checks or money orders, or for those that simply do not wish to provide credit card information over the phone or Internet, you must use the Standard Mail Registration. In order to register, please follow the steps below.

Complete the California Examination Registration Form and submit the appropriate examination fee to PSI Services LLC, ATTN: Examination Registration CA INS, 3210 E Tropicana \* Las Vegas, NV \* 89121. Payment of fees can be made by money order, company check or cashier's check (made payable to PSI). Print your name on your cashier's check, company check or money order to ensure that your fees are properly assigned. CASH AND PERSONAL CHECKS ARE NOT ACCEPTED.

BE SURE TO READ ALL DIRECTIONS CAREFULLY BEFORE COMPLETING THE EXAMINATION REGISTRATION FORM. AN IMPROPERLY COMPLETED FORM WILL BE RETURNED TO YOU UNPROCESSED.

Please allow two weeks to process your Registration. After two weeks, you may call PSI to schedule the examination at (800) 733-9267.

## CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your cancellation notice is received two days before the scheduled examination date. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at (800) 733-9267. Please note that you may also use the automated system, using a touch-tone phone, 24 hours a day in order to cancel and reschedule your appointment.

**Note:** A voice mail message is not an acceptable form of cancellation. Please use the Internet, automated telephone system (IVR), or call PSI and speak to a Customer Service Representative.

## SCHEDULING A RE-EXAMINATION

In order to retest, you must re-register following the steps for registration and scheduling as outlined earlier. You may re-register over the Internet, telephone or by mail. Once registered, you can reschedule your examination.

## MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment two days before the scheduled examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

## SPECIAL EXAMINATION ARRANGEMENTS

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and every reasonable accommodation will be made in meeting a candidate's needs.

Candidates with disabilities or those who would otherwise have difficulty taking the examination must contact CDI at (916) 492-3570 for approval to test with special arrangements.

## EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (800) 733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at [www.psiexams.com](http://www.psiexams.com).

## PSI EXAMINATION SITE LOCATIONS

Please note there will be a convenience charge of \$30, in addition to the examination fee, when testing at a PSI site. There are 14 PSI sites located in suburban areas throughout the state which may be much closer and more convenient for you to take your license examination. PSI sites offer free parking.

### **ANAHEIM**

2301 W. LINCOLN AVE, SUITE 252

ANAHEIM, CA 92801

DIRECTIONS FROM LA: TAKE 5 SOUTH EXIT BROOKHURST AND TURN RIGHT. TURN RIGHT ON LINCOLN (PASS A SMALL STREET NAMED MONTEREY), AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.

(ORANGE COUNTY) DIRECTIONS FROM SAN DIEGO, IRVINE, MISSION VIEJO, ETC: TAKE 5N EXIT BROOKHURST AND TURN LEFT. TURN RIGHT ONTO LINCOLN (PASS A SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.



IF BROOKHURST EXIT IS CLOSED: TAKE 5 N EXIT EUCLID AND TURN LEFT. TURN RIGHT ON LINCOLN (PASS BROOKHURST AND SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.

\*\*\*\*KEEP IN MIND THAT THE EUCLID EXIT COMES FIRST AND THEN BROOKHURST.\*\*\*\*

OR 91 FREEWAY: TAKE 91 W EXIT BROOKHURST AND TURN LEFT. TURN RIGHT ONTO LINCOLN (PASS A SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.

#### ATASCADERO

7305 MORRO RD, SUITE 201A

ATASCADERO, CA 93422

FROM US-101 N, TAKE THE CA-41 EXIT- EXIT 219-TOWARD MORRO RD. TURN LEFT ONTO EL CAMINO REAL. Turn LEFT onto CA-41/MORRO RD.

FROM US-101 S, TAKE THE MORRO RD/CA-41 EXIT- EXIT 219, TURN RIGHT ONTO CA-41/MORRO RD.

#### BAKERSFIELD

5405 STOCKDALE HIGHWAY, SUITE 206

BAKERSFIELD, CA 93309

FROM I-5 S, TAKE THE STOCKDALE HWY EXIT (253). TURN LEFT ONTO STOCKDALE HWY.

FROM I-5 N TOWARD BAKERSFIELD, KEEP LEFT TO TAKE CA-99 N VIA EXIT (221) TOWARD BAKERSFIELD/FRESNO. TAKE THE CA-58 E EXIT TOWARD TEHACHAPI/MOJAVE. TAKE THE EXIT ON THE LEFT TOWARD CAL STATE UNIV/STOCKDALE HWY/BRUNDAGE LANE. TURN LEFT ONTO WIBLE RD. TURN SLIGHT LEFT ONTO STOCKDALE HWY.

#### CARSON

17420 S. AVALON BLVD, SUITE 205

CARSON, CA 90746

FROM CA-91 E/GARDENA FWY TAKE THE AVALON EXIT. OFF RAMP WILL LEAD YOU ONTO ALBERTONI ST. MAKE A RIGHT ONTO AVALON BLVD AND WE ARE LOCATED ON THE RIGHT HANDSIDE (SAME PARKING LOT AS CARL'S JR).

FROM CA-91 W TAKE THE AVALON EXIT. MAKE A LEFT ONTO AVALON BLVD. MAKE A U-TURN ON AVALON BLVD AND ALBERTONI ST. WE ARE LOCATED ON THE RIGHT HAND SIDE. (SAME PARKING LOT AS CARL'S JR).

#### EL MONTE

9420 TELSTAR, SUITE 138

EL MONTE, CA 91731

FROM I-10 E TOWARD SAN BERNARDINO, MERGE ONTO ROSEMEAD/CA 19 S TOWARD LONG BEACH. TURN LEFT ONTO E. TELSTAR AVE.

FROM I-10 W TOWARD LOS ANGELES, TAKE THE ROSEMEAD BLVD/CA-19 EXIT TOWARD PASADENA. TAKE THE ROSEMEAD BLVD RAMP TOWARD LONG BEACH. MERGE ONTO ROSEMEAD BLVD/CA-19 S. TAKE A LEFT ONTO E. TELSTAR AVE.

#### FRESNO

351 E. BARSTOW, SUITE 101

FRESNO, CA 93710

FROM CA-41 S, TAKE THE BULLARD AVE EXIT. TURN LEFT ONTO E BULLARD AVE. TURN RIGHT ONTO N FRESNO ST. PASS THROUGH THE INTERSECTION OF FRESNO AND BASTOW AVE. TAKE THE FIRST DRIVEWAY ON THE RIGHT HAND SIDE.

FROM CA-41 N, TAKE THE SHAW AVE EXIT TOWARD CLOVIS. TURN RIGHT ONTO E SHAW AVE. TURN LEFT ONTO N FRESNO ST. TURN LEFT INTO THE LAST DRIVEWAY BEFORE BARSTOW AVE.

TESTING CENTER IS IN THE OFFICE COMPLEX ON THE SW CORNER OF BARSTOW AND FRESNO ST.

#### HAYWARD

24301 SOUTHLAND DRIVE, SUITE B-1

HAYWARD, CA 94545

FROM I-880 N TOWARD OAKLAND, TAKE THE WINTON AVENUE EXIT. MERGE ONTO W WINTON AVE TOWARD HEALD COLLEGE. TURN LEFT ONTO SOUTHLAND DR.

FROM I-880 S TOWARD SAN JOSE/SAN MATEO BR, TAKE THE WINTON AVE WEST EXIT TOWARD HEALD COLLEGE. MERGE ONTO W WINTON AVE. TURN LEFT ONTO SOUTHLAND DR.

#### REDDING

2861 CHURN CREEK, UNIT C

REDDING, CA 96002

On 299 from East take ramp onto I-5 S. Take exit #677/ReddingCypress Ave. Turn left on E Cypress Ave. Turn right on Churn Creek Rd.

ON 299 FROM WEST TURN RIGHT ON MARKET ST (CA-273 S). TURN LEFT ON TEHEMA ST (CA-299 E). CONTINUE TO FOLLOW CA-299 E. TAKE EXIT #2A/RED BLUFF/SACRAMENTO ONTO I-5 S. TAKE EXIT #677/REDDING/CYPRESS AVE. TURN LEFT ON E CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD.

ON I-5 FROM NORTH TAKE EXIT #677/ REDDING/CYPRESS AVE. TURN LEFT ON E CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD

ON I-5 FROM SOUTH TAKE EXIT #677/ REDDING/CYPRESS AVE. TURN RIGHT ON E CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD

ON HWY 44 FROM EAST TAKE RAMP TOWARD VICTOR AVE. TURN LEFT ON VICTOR AVE. TURN RIGHT ON E CYPRESS AVE. TURN LEFT ON CHURN CREEK RD.

FROM ALL DIRECTIONS, FRONT BUILDING IS 2881 CHURN CREEK, DRIVEWAY INTO COMPLEX IS DIRECTLY ACROSS FROM MAJOR MUFFLER ON EAST SIDE OF CHURN CREEK. 2861 IS FIRST BUILDING ON THE LEFT.

#### RIVERSIDE

RIVERSIDE TECHNOLOGY BUSINESS PARK

1660 CHICAGO AVE, SUITE M-15

RIVERSIDE, CA 92507

FROM I-215 N TOWARD RIVERSIDE/SAN BERNARDINO, TAKE THE COLUMBIA AVENUE EXIT. TURN RIGHT ONTO E LA CADENA DR. TURN LEFT ONTO COLUMBIA AVE. TURN RIGHT ONTO CHICAGO AVE. TURN LEFT ONTO MARLBOROUGH AVE AND END AT 1660 CHICAGO AVENUE.

FROM I-215 S TOWARD SAN BERNARDINO/RIVERSIDE, TAKE THE EXIT TOWARD COLUMBIA AVENUE. TURN SLIGHT RIGHT ONTO INTERCHANGE DR. TURN LEFT ONTO PRIMER ST. TURN LEFT ONTO COLUMBIA AVE. TURN RIGHT ONTO CHICAGO AVE. TURN LEFT ONTO MARLBOROUGH AVE AND END AT 1660 CHICAGO AVENUE.

#### SACRAMENTO

9719 LINCOLN VILLAGE DR.

BUILDING 100, SUITE 100

SACRAMENTO, CA 95827

FROM SAN FRANCISCO/VALLEJO ON I-80 E, TAKE US-50 E TOWARD SACRAMENTO/SOUTH LAKE TAHOE. TAKE BRADSHAW ROAD, EXIT 13, TURN RIGHT ONTO BRADSHAW ROAD. TURN IMMEDIATE LEFT ONTO LINCOLN VILLAGE DR.

#### SAN DIEGO

5440 MOREHOUSE DRIVE, SUITE 3300

SAN DIEGO, CA 92121

FROM I-805 S, TAKE THE SORRENTO VALLEY RD/MIRA MESA BLVD EXIT. TURN LEFT ONTO MIRA MESA BLVD, TURN LEFT ONTO SCRANTON ROAD. TURN RIGHT ONTO MOREHOUSE DRIVE.

FROM I-805 N TOWARD LOS ANGELES, TAKE THE MIRA MESA BLVD/VISTA SORRENTO PKWY EXIT. TURN RIGHT ONTO MIRA MESA BLVD. TURN LEFT ONTO SCRANTON RD. TURN RIGHT ONTO MOREHOUSE DR.





ADDITIONAL PARKING CAN BE FOUND (on top of the AT&T building) BY CONTINUING ON MOREHOUSE PAST OUR BUILDING AND TURNING LEFT AT THE NEXT DRIVEWAY UP THE HILL

#### SAN FRANCISCO

150 EXECUTIVE PARK BLVD., STE 1100

SAN FRANCISCO, CA 94134

I-80 W BECOMES US-101 S. TAKE EXIT 429 A TOWARD MONSTER PARK/TUNNEL AVE. TAKE THE RAMP TOWARD 3COM PARK. TURN RIGHT ONTO ALANNA RD. TURN LEFT ONTO EXECUTIVE PARK BLVD.

#### SANTA ROSA

160 WIKIUP DRIVE, SUITE 105

SANTA ROSA, CA 95403

FROM US-101 N, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN RIGHT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

FROM US-101 S, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN LEFT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

#### SANTA CLARA

2936 SCOTT BLVD

SANTA CLARA, CA 95054

FROM US-101 N, TAKE THE SAN TOMAS EXPWY/MONTAGUE EXPWY EXIT-EXIT 392. TAKE THE SAN TOMAS EXPWY RAMP. MERGE ONTO SAN TOMAS EXPY/CR-G4. TURN LEFT ONTO SCOTT BLVD.

FROM I-880 S TOWARD SAN JOSE, TAKE THE MONTAGUE EXPWY EXIT (7). TAKE THE MONTAGUE EXPWY WEST RAMP. MERGE ONTO MONTAGUE EXPY/CR-G4 E. TURN LEFT ONTO E TRIMBLE RD. E TRIMBLE RD BECOMES DE LA CRUZ BLVD. TURN SLIGHT RIGHT ONTO CENTRAL EXPY/CR-G6 W. TURN SLIGHT RIGHT ONTO SCOTT BLVD.

### CALIFORNIA DEPARTMENT OF INSURANCE EXAMINATION SITE LOCATIONS

LOS ANGELES - PSI's convenience fee is not charged at this site

RONALD REAGAN BUILDING

300 SOUTH SPRING STREET

FIRST FLOOR NORTH TOWER, SUITE 1000

LOS ANGELES, CA 90013

THE LOS ANGELES EXAMINATION SITE IS LOCATED IN THE RONALD REAGAN STATE BUILDING NEAR THE LOS ANGELES CIVIC CENTER, AT THE CORNER OF 3RD AND SPRING STREETS. THE BUILDING IS FREEWAY ACCESSIBLE FROM BOTH THE 110 FREEWAY (4TH STREET EXIT) AND THE 101 FREEWAY (SPRING STREET EXIT). PUBLIC PARKING IS AVAILABLE.

WHEN TRAVELING EAST OR WEST: EXIT THE 110 FREEWAY AT 4TH STREET AND GO 4 BLOCKS TO MAIN STREET.

WHEN TRAVELING NORTH OR SOUTH: EXIT THE 101 FREEWAY AT SPRING STREET AND GO SOUTH.

PARKING: IF YOU CHOOSE TO DRIVE TO THE EXAMINATION SITE, THERE ARE SEVERAL PUBLIC PARKING GARAGES WITHIN A FEW BLOCKS. PRICES WILL VARY, AND YOU WILL WANT TO CONTACT THEM BEFORE YOU ARRIVE.

- BROADWAY SPRING CENTER (PARKING STRUCTURE) 213-626-2099.
- PARAGON PARKING 213-689-4818.
- JOE'S AUTO PARKS 213-629-3263
- CENTRAL PARKING 213-623-8518.

SACRAMENTO - PSI's convenience fee is not charged at this site

CALIFORNIA DEPARTMENT OF INSURANCE

PRODUCER LICENSING BUREAU

320 CAPITOL MALL

SACRAMENTO, CA 95814

THE SACRAMENTO EXAMINATION SITE IS LOCATED ON THE CORNER OF CAPITOL MALL AND 4TH STREET IN DOWNTOWN SACRAMENTO AND IS FREEWAY ACCESSIBLE FROM INTERSTATE 5. PUBLIC PARKING IS AVAILABLE.

WHEN TRAVELING EAST OR WEST FROM EITHER INTERSTATE 80 OR HIGHWAY 50, TAKE INTERSTATE 5 NORTH AND EXIT J STREET. TURN RIGHT ON 3RD STREET.

WHEN TRAVELING NORTH OR SOUTH, TAKE INTERSTATE 5 AND EXIT AT J STREET. TURN RIGHT ON 3RD STREET.

PARKING: THE CITY OF SACRAMENTO PARKING SERVICES DIVISION CAN BE REACHED AT 1-800-808-5110. PARKING IS AVAILABLE AT THE FOLLOWING LOCATIONS: ▫ DOWNTOWN PLAZA (VARIOUS ENTRANCES OFF OF L STREET) ▫ LOT X (ENTRANCE OFF OF 2ND AND O STREETS) ▫ LOT Y (ENTRANCE OFF OF 2ND AND O STREETS) ▫ 300 CAPITOL MALL (ENTRANCE OFF OF 3RD AND N STREETS - THIS IS A PRIVATE GARAGE)

SAN DIEGO - PSI's convenience fee is not charged at this site

STATE OF CALIFORNIA

1350 FRONT STREET, FOURTH FLOOR, ROOM 4050

SAN DIEGO, CA 92101

THE SAN DIEGO EXAMINATION SITE IS LOCATED IN DOWNTOWN SAN DIEGO AND IS FREEWAY ACCESSIBLE FROM INTERSTATE 5.

PARKING: PUBLIC PARKING IS AVAILABLE AT VARIOUS PRIVATELY OWNED STREET LOTS NEAR THE EXAMINATION SITE. YOU CAN CONTACT ACE PARKING LOTS AT 619-233-6624.

SAN FRANCISCO - PSI's convenience fee is not charged at this site

45 FREMONT STREET, 22<sup>ND</sup> FLOOR

SAN FRANCISCO, CA 94105

THE SAN FRANCISCO EXAMINATION SITE IS LOCATED IN DOWNTOWN SAN FRANCISCO AND IS ACCESSIBLE FROM INTERSTATE 80.

PARKING: THE FOLLOWING WEBSITE PROVIDES INFORMATION ON PARKING GARAGES AND RATES: [WWW.PARKINGCARMA.COM](http://WWW.PARKINGCARMA.COM)

### REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive at least 30 minutes before your appointment. This extra time is for sign-in and identification verification. If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.

#### REQUIRED IDENTIFICATION AT EXAMINATION SITE

You must provide one form of identification. The identification must be a VALID form of government issued identification (driver's license, state ID, passport, passport card, military ID), which bears your signature and has your photograph. The identification provided must match the name given during registration.

If you cannot provide the required identification, you must call (800) 733-9267 at least three weeks prior to your scheduled appointment to arrange a way to meet this security requirement. Failure to provide all of the required identification at the time of the examination without notifying PSI is considered a missed appointment, and you will not be able to take the examination that day.



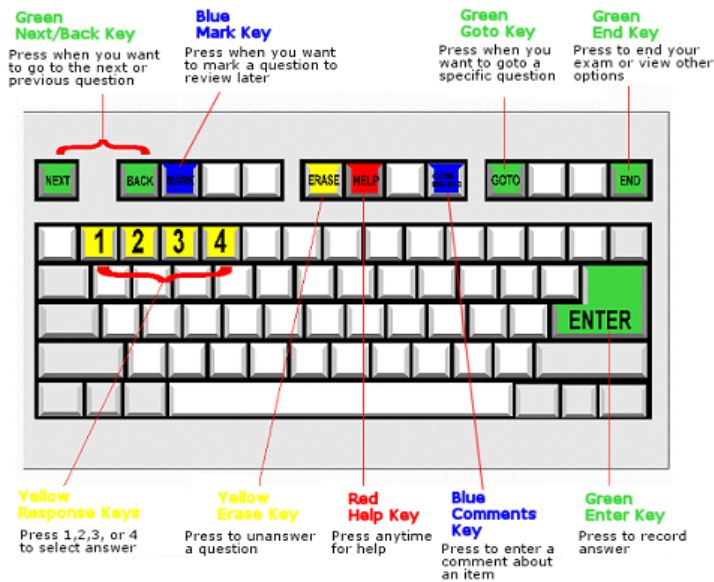
## SECURITY PROCEDURES

The following security procedures will apply during the examination:

- NO conversing or any other form of communication among candidates is permitted once you enter the examination area.
- Please be advised that children, cell phones, calculators, pagers, cameras, programmable electronic devices and recording devices of any kind are NOT allowed to enter PSI or CDI testing sites. Additionally, NO personal items are to enter the testing sites. PSI and CDI will not be responsible for any personal items, and suggests that you leave such items in another safe place, of your choosing.
- No smoking, eating, or drinking will be allowed at the examination site.
- Dictionaries, books, papers, or study and reference materials are NOT permitted in the examination room.
- You may not exit the building during the examination.
- Copying or communicating examination content is a violation of PSI security policy and Section 1651.5 of the CIC. Either one may result in the disqualification of examination results and may lead to legal action and prosecution.

## TAKING THE EXAMINATION BY COMPUTER

Taking the PSI examination by computer is simple. You do not need any computer experience or typing skills. You will use fewer keys than you use on a touch-tone telephone. All response keys are colored and have prominent characters. An illustration of the special keyboard is shown here. You may also use the mouse.



You will be assigned to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered. Using either the keyboard or the mouse, you may then proceed to take your license examination.

## TUTORIAL

Before you start your examination, an introductory tutorial to the computer and keyboard is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice using the keys, answering questions, and reviewing your answers.

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

## EXAMINATION QUESTION EXAMPLE

During the examination, using the keyboard you should press 1, 2, 3, or 4 to select your answer or press "MARK" to mark the question for later review. You should then press "ENTER" to record your answer and move on to the next question. Using the mouse, you should select your choice and press "Next" to move to the next question. A sample question display follows:

The screenshot shows a computer screen with a navigation bar at the top containing icons for Mark, Comments, Goto, Help, and End. Below the navigation bar, it displays: Question: 3 of 40, Answered: 2, Unanswered: 1, Marked: 0, View: All, Time Left(Min): 359. The question is: "3. What do the stars on the United States of America's flag represent?". Below the question, it says "(Choose from the following options)" and lists four options: 1. Presidents, 2. Colonies, 3. States, and 4. Wars. At the bottom of the screen, there are "<< Back" and "Next >>" buttons.

**IMPORTANT:** After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

## EXAMINATION REVIEW

PSI, in cooperation with the CDI, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. While taking the examination, examinees will have the opportunity to provide comments on any questions, by using the comments key on the keyboard. These comments will be analyzed by PSI examination development staff. PSI does not respond to individuals regarding these comments, however, all substantive comments are reviewed. This is the only review of examination materials available to candidates.

In addition, as a part of the examination review, CDI may include questions that need to be validated on your examination. An additional 10 to 15 minutes may be added to your examination to allow time for you to respond to these questions. These questions will not count towards your final score.

## SCORE REPORTING

The examination proctor will give you an official score report immediately following completion of the examination.

If you pass, you will immediately receive a successful notification and performance summary on a CDI examination results letter.

If you do not pass, you will immediately receive an unsuccessful CDI examination results letter along with a diagnostic report indicating your strengths and weaknesses by examination portion.

You may retake the license examination as many times as necessary but the examination(s) must be within one year from the date the license application was received at CDI (Section 1670 of the CIC).

### DUPLICATE SCORE REPORTS

You can write to PSI to request a duplicate of your score report.

## PREPARING FOR YOUR LICENSE EXAMINATION

The following suggestions will help you prepare for your examination.

- Planned preparation increases your likelihood of passing.
- Start with a current copy of this Candidate Information Bulletin and use the examination content outline as the basis of your study.
- Read study materials that cover all the topics in the content outline.
- Take notes on what you study. Putting information in writing helps you commit it to memory and it is also an excellent business practice. Underline or highlight key ideas that will help with a later review.
- Discuss new terms or concepts as frequently as you can with colleagues. This will test your understanding and reinforce ideas.
- Your studies will be most effective if you study frequently, for periods of about 45 to 60 minutes. Concentration tends to wander when you study for longer periods of time.
- Complete your prelicensing course before taking the licensing examination.
- Familiarize yourself with the computer-based examinations by reviewing sample test screens on the CDI website.
- Understand the CDI examination process and procedures so that you know what to expect on examination day.
- Arrive at the examination site on time. Driving directions and other useful information is provided in this bulletin.
- Contact CDI if you need a special accommodation.
- Understand your options for completing the fingerprint requirement.

### EXAMINATION SUPPLIES

A pencil and scratch paper are available at every examination computer terminal.

## EXAMINATION TIME LIMIT

The following chart indicates the type of examination, the number of hours allotted and the number of questions on the examination:

Examination Type	Time (hours)	# Number of Questions
Accident and Health Agent	1.5	75
Personal Lines to Fire and Casualty Upgrade	2	90
Fire and Casualty Broker-Agent	3	150
Life, Accident and Health Agent	3	150
Life-Only Agent	1.5	75
Limited Lines Automobile Agent	1.5	60
Personal Lines Broker-Agent	2	90
Property Broker-Agent	1.5	75
Casualty Broker-Agent	1.5	75
Life Limited to the Payment of Funeral and Burial Expenses	2	90
Life and Disability Analyst	3.5	125
Bail Agent	2	50
Insurance Adjuster	2.5	100
Public Adjuster	2.5	100

### SOME TEST TAKING STRATEGIES

There are several test taking strategies that you can use in preparing to take the license examination, and several are listed below:

- Read the question carefully before you look at the possible answers.
- Think of the answer in your head before looking at the possible answers. This way the choices given on the test won't throw you off or trick you.
- Eliminate answers you know aren't right.
- Read all the choices before choosing your answer.
- There is no guessing penalty, so you should always take an educated guess and select an answer.
- Don't keep on changing your answer, usually your first choice is the best one, unless you misread the question.
- In "All of the above" and "None of the above" choices, if you are certain one of the statements is true don't choose "None of the above" and if one of the statements is false don't choose "All of the above".
- In a question with an "All of the above" choice, if you see that at least two statements are correct, then "All of the above" is probably the answer.
- A positive choice is more likely to be true than a negative one.
- Usually the correct answer is the choice with the most information.

In addition, review the most current educational objectives or study material provided in this bulletin. When reviewing the prelicensing course material, also review the textbooks that the education provider referenced as being used to develop the prelicensing course. Education providers may list their references as well as other useful references at the end of the textbook.

## EDUCATIONAL AND EXAMINATION OBJECTIVES

The educational objectives and study materials are the basis for the examinations, which are updated periodically. You may download the educational objectives and study materials at the following link:

<http://cdicms.insurance.ca.gov/0200-industry/0030-seek-pre-lic/0100-requirements/psi-prelic-ed-obj.cfm>

### PRETEST ITEMS

In addition to the number of examination items specified, a small number of five to ten “pretest” questions may be administered to candidates during the examinations. These questions will not be scored and the time taken to answer them will not count against examination time. The administration of such non-scored experimental questions is an essential step in developing future licensing examinations.

## FINGERPRINTING

### PSI EXAMINATION SITES OFFERING FINGERPRINTING

PSI has fingerprint technicians available at these examination sites to assist California insurance license applicants to complete their fingerprint impression requirement.

Candidates will need to pay a fingerprint fee (\$70.95) that covers the following services: Federal Bureau of Investigation (FBI) processing fee of \$19, Department of Justice (DOJ) processing fee of \$32, and an additional “rolling fee” charged by PSI of \$19.95. The \$70.95 fee is to be paid at the PSI test site. They accept money order, cashier’s check, company check (made payable to PSI), VISA or MasterCard.

### CALIFORNIA (CA) DEPARTMENT OF INSURANCE EXAMINATION SITES OFFERING FINGERPRINT

CDI has its contracted fingerprint vendor, L-1 Identity Solutions, available at CDI’s examination sites to assist California insurance license applicants to complete their fingerprint impression requirement.

Candidates will need to pay a fingerprint fee (\$60.95) that covers the following services: Federal Bureau of Investigation (FBI) processing fee of \$19, Department of Justice (DOJ) processing fee of \$32, and an additional “rolling fee” charged by L-1 Solutions of \$9.95. The \$60.95 fee is to be paid directly to L-1 Solutions. They accept money order, cashier’s check, company check, VISA or MasterCard.

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If you would like to have your fingerprint impressions taken before your license examination, you may schedule your fingerprint impressions using CDI’s contracted fingerprint vendor, L-1 Solutions. When you go to have your fingerprint impressions made, please bring with you a completed Live Scan Request, form LIC 442-39A.

Candidates may also check the Department of Justice (DOJ) website which maintains a listing of approved Live Scan fingerprinting vendors available to the public. The DOJ list is

broken down by county and each vendor’s rolling fees vary from location to location. Candidates are encouraged to contact the Live Scan provider in advance to verify their current operating hours, fees, etc. This list is available at the following website: <http://ag.ca.gov/fingerprints/publications/contact.php>.

To ensure that your fingerprint impressions are properly recorded when you have your fingerprint impression completed away from one of CDI’s examination sites, please follow the instructions on page 2 of the Live Scan Request, Form 442-39A. Payment for the fingerprint impressions must be paid at the fingerprint vendor’s business location. These instructions provide the following steps for the license applicants to complete.

1. Complete Part 1 on the Request for Live Scan Service, Form LIC 442-39A which is available on the CDI’s website at <http://insurance.ca.gov/>. On the Main Page, in the Search box located on the right side of the screen, insert the form number to retrieve the form.
2. Keep a copy of the Live Scan form for your records. Take the completed form to a DOJ authorized Live Scan vendor. Give the copy of the form to the Live Scan vendor who will provide you with the Automated Transaction Identifier (ATI) number that is assigned to your fingerprint impressions. If your fingerprint impressions are rejected, the ATI number will allow you to have your fingerprint impressions redone at no charge provided that you return to the same Live Scan vendor who initially took your fingerprints.

Taking the fingerprints early on in the application process will expedite the issuance of a license once the examination is passed. This will avoid delays that many applicants experience while CDI waits to receive the results from the California Department of Justice (DOJ) and the Federal Bureau of Investigations (FBI). In particular, applicants who have a criminal record typically take longer to receive their fingerprint results from DOJ and FBI than applicants who don’t have a criminal record. Please remember that any type of criminal violation received at any time during your adult years will be listed in the fingerprint results. Failure to disclose any criminal violations may cause a delay or prevent you from obtaining your license.





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